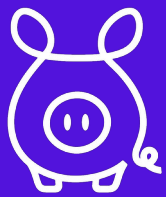




# **Spriggy Mobile Complaints Handling Process**



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1. Purpose

Here at Spriggy Mobile, we understand your right to make a complaint if you are dissatisfied with our services or how we’ve handled your enquiry.

If you have not received the support you expect, we want you to let us know so that we can get it right. If it’s not clear to us whether you wish to make a complaint, we will clarify this with you. We will not charge you for handling your complaints.

Our complaints handling process sets out our commitment to customers around managing and resolving complaints.

2. What is a complaint

At Spriggy Mobile, a complaint is any expression of dissatisfaction you (or your representative) make about our products, services, or how we’ve handled a complaint.

When you first contact us to request information, get support, or report a service problem, we won’t treat it automatically as a complaint unless you ask us to. If it’s not clear, we’ll check with you. If you tell us you’re unhappy with our products or services, we’ll always ask whether you’d like your concern to be managed as a complaint so we can resolve it promptly and fairly.

3. Who can make a complaint

Anyone has the right to make a complaint, and you can also nominate someone to make a complaint on your behalf.

Should you need another individual to speak to us on your behalf regarding your complaint (**authorised representative**), please let us know. We’re happy to assist you in any way we can but will need approval from you to do so.

For help on how to appoint an authorised representative, please contact us via one of the methods at section 4.1 below.

4. How to make a complaint

4.1 Contacting us

You can contact us about a complaint via the methods listed below. We will acknowledge receipt of your complaint as soon as we receive it. For example, if we are on the phone to you, this will be straight away. If you contact us by other means (e.g. if you send us an email or letter), we will acknowledge receipt of your complaint within 2 business days of receiving it.

| Contact method       | Details                                                                                                                                                             |
|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Phone                | 1300 640 918                                                                                                                                                        |
| In-app chat          | By using in-app chat in the Spriggy Mobile app.                                                                                                                     |
| Email                | <a href="mailto:complaints@spriggy.com.au">complaints@spriggy.com.au</a>                                                                                            |
| Post                 | Spriggy Mobile, PO Box Q56, Queen Victoria Building<br>NSW 1230                                                                                                     |
| Non-English speaking | You can contact the Translating and Interpreting Service (TIS National) on 131 450 or <a href="https://www.tisnational.gov.au/">https://www.tisnational.gov.au/</a> |

| Contact method                                                             | Details                                                                                                                                                                                                                                                                                            |
|----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| If you are deaf, have a hearing or speech impairment or need extra support | You can contact us through the National Relay Service (around Australia) Monday to Sunday 9am to 5pm, and 10am to 4pm on NSW public holidays (AEST/AEDT), on:<br>Voice Relay (Speak and Listen): 1300 555 727<br>TTY or SMS Relay: 133 677<br>NRS Chat: 1300 553 467<br>NRS Captions: 1300 018 342 |

**Digital and phone-based support hours:** Our team’s hours of operation are Monday to Sunday 9am to 5pm, and 10am to 4pm on NSW public holidays (AEST/AEDT).

4.2 If you need extra support

We are dedicated to recognising and supporting our customers in vulnerable circumstances and ensuring you can stay connected.

If you are affected by domestic, family or sexual violence, you can request tailored support as well as assistance in making or tracking a complaint. To find out more, access our [Domestic and Family Violence Statement](#) here.

If you may also be experiencing financial hardship, whether it be long- or short-term, we may also be able to provide you with payment assistance. To find out more, access our [Payment Assistance Policy](#) [here](#).

5. Our process in managing your complaint

5.1 When making a complaint

We are committed to acknowledging and resolving a complaint as soon as possible. We will always assess and try to resolve your complaint at the time it is raised. However, there may be times when this is not possible and we may need longer to investigate and resolve it, such as for complex complaints. In these cases, we will regularly update you on the progress and likely timeframe for resolution.

When you make a complaint via in-app chat, real-time communication or phone, we will immediately acknowledge it, confirm we have received it, and provide you with:

- (a) a unique reference number so you can identify and follow up on your complaint;
- (b) an estimated timeframe for when we will resolve your complaint;
- (c) details on how you can get information about our complaints handling process; and
- (d) instructions about how to monitor the progress of your complaint.

In addition, we will inform you of external dispute resolution options available to you (such as the Telecommunications Industry Ombudsman (TIO)).

Where a complaint is made by email or by post we will acknowledge it within 2 business days of receiving your complaint.

We will help you with compiling, lodging, and progressing your complaint if you require assistance with this.

5.2 Steps we take to resolve complaints

(a) Initial assessment

Our customer service representatives and managers have the training and authority to resolve most of the queries experienced by our customers in real time at the first point of contact. However, there may be instances where complaints may require further investigation or

escalation to other departments to help provide a complete resolution. The time we take investigating a complaint is determined by its seriousness and complexity.

When we receive your complaint, we will assess it as either standard, urgent or relating to a renewal, charge or recharge error. If we are unsure, we may contact you for more information.

Urgent complaints are considered to be those complaints where:

- you have applied for or have been accepted as experiencing financial hardship and the subject of your complaint can be reasonably presumed to contribute to or aggravate your financial hardship assistance;
- the complaint involves a service that is about to be, or has been, disconnected, and due process has not been followed;
- you are complaining about a priority assistance service; or
- when making the complaint, you indicate a threat to your personal safety and/or your children.

### ***(b) Investigation and resolution***

For complaints that we can't resolve immediately, we will investigate as necessary and then make multiple attempts to contact you (or your authorised representative) to discuss our proposed resolution within 10 business days of receiving your complaint.

Unless you have agreed otherwise, you have not yet completed something you agreed to do, or the complaint is urgent, we will implement any agreed resolution of your complaint within 5 business days.

If your complaint relates to a renewal, charge or recharge error, we will do our best to resolve the complaint before your next bill is due, or within 30 days, whichever is sooner. For urgent complaints, we will contact you with our proposed resolution within 2 business days of receiving the complaint and, if you accept it, implement that resolution within that same period.

If we become aware of a delay to the timeframes for managing or resolving your complaint above, we'll let you know as soon as possible. If we do not reasonably believe that your complaint can be resolved within the applicable timeframe, we will, as soon as practicable within that applicable timeframe, tell you:

- the cause of the delay;
- the new timeframe for resolving your complaint; and
- about your options for external dispute resolution, including making a complaint to the TIO via the details provided in section 6 below, if we expect the delay will be longer than 10 business days after the applicable timeframe, and the delay is not caused by a notified mass outage of service.

If your complaint is still not resolved within 30 calendar days after we receive it, we will, unless we have already done so, provide you with information about your options for external dispute resolution, including via the TIO, on the next business day.

### ***(c) Monitoring your complaint***

Once we receive your complaint, we will contact you to explain next steps. You can track your complaint's progress by contacting us and supplying your unique reference number.

### ***(d) Attempts to make contact***

To ensure your complaint is resolved effectively, we may need to contact you to find out more information and discuss your concerns. We will require contact details to enable communication between you and Spriggy Mobile and we may ask that you make yourself available to discuss your concerns at an agreed time. If we are unable to contact you after 5 separate attempts on separate calendar days (over a total period of not more than 10 calendar days), we will write to you:

- advising that we were unable to contact you;

- providing details of our attempts; and
- inviting you to contact us to discuss your complaint within a specific timeframe of not less than 10 business days from the date of our invitation.

***(e) Frivolous or vexatious complaints***

Spriggy Mobile will not dismiss complaints as frivolous or vexatious without exhausting all possible options to escalate and resolve them in accordance with our processes. If, after careful consideration, we reasonably conclude that we are unable to do anything else to resolve your complaint or assist you, or that your complaint or behaviour is frivolous or vexatious, we may decide not to deal with your complaint any further.

We will inform you of the decision not to investigate within 5 business days of making such a decision, the reasons for our decision and the options for external dispute resolution, including the TIO.

***(f) Closure***

Once your complaint has been investigated and resolved, we'll confirm this in writing within 5 business days after our investigation is complete. We will not close a complaint until you have agreed it has been resolved (unless there are special circumstances as outlined in section 5.2(e) above). If you wish to close your complaint at any time, please contact us to let us know.

Regardless of the outcome of your complaint and whether it was able to be resolved, your Spriggy Mobile services will not be cancelled for the sole reason that a complaint could not be resolved.

***(g) Escalation and further options***

If you tell us that you are dissatisfied with the response times, progress or resolution of your complaint, that you reasonably want your complaint to be treated as urgent, or that you want to know what further options are available, we will, within 24 hours, provide you with information about:

- our internal prioritisation process (where relevant);
- our internal escalation process; and
- your right to take your complaint to the TIO, including the TIO's contact details.

If you ask us to prioritise or escalate your complaint, we will assess that request within 5 business days and, where appropriate, prioritise or escalate your complaint. A complaint may be prioritised where it may be an urgent complaint, where you reasonably ask for urgent treatment, or where the circumstances indicate that it should be handled faster than a standard complaint.

If your complaint is escalated, it will be referred to another team member or manager for review. As part of that process, we will:

- review the complaint and the steps already taken;
- consider whether further investigation, prioritisation or urgent treatment is required; and
- let you know the outcome of the escalation, including any revised proposed resolution or next steps.

Spriggy Mobile will not commence legal proceedings against you in relation to the same subject matter as the complaint while your complaint is being handled internally and for 7 business days after you are advised of the outcome of your complaint, or while your complaint is being investigated by the TIO.

## **6. External complaints**

If you are not satisfied with how we have handled your complaint, you have a right to take it to the Telecommunications Industry Ombudsman, which is a free and independent service. It is

important that you attempt to resolve your concerns directly with Spriggy Mobile prior to reaching out to the TIO.

To lodge a complaint with the TIO you can call 1800 062 058 or contact them via their website <https://www.tio.com.au/complaints>. Please note: it is helpful to provide the TIO with your Spriggy Mobile unique complaint reference number to show you've attempted to resolve your issue with us prior to using their service.